

Provider and Operational Issues Workgroup

Minutes

DCF Learning Center Conference Room, Topeka KS
December 3, 2013 10:00am – 12:00pm

Those attending in person:

Paul Endacott, Gina Meier-Hummel, Cindy Stortz, Cheryl Rathbun, Sandra Dixon, Jeremy Whitt, Lori Feldkamp, Ric Dalke, Ron McNish, Becky Ross, Lora Key, Dale Stiffler, Bill Gale

Those attending by telephone: Scott Hines, Janis DeBoer

Meeting Opener:

Paul Endacott, KDHE

Paul welcomed members and guests to the meeting. He then informed the group that Kim Brown has taken a job outside of State government thus will no longer be with them, and introduced Gina Meier-Hummel who will be the interim co-chair until a replacement for Kim's position can be found.

Review of last meeting minutes:

Paul Endacott, KDHE

Paul opened the meeting by addressing the outstanding enrollment questions from the previous meeting in September, 2013. He and Gina answered those questions with discussions following.

Waiver Implementation Updates

Gina Meier-Hummel, KDADS

In terms of the I/DD implementation, Gina indicated they are conversing with CMS and she stated they are preparing to move forward on January 1, 2014. CMS will hear from stakeholders, consumers and guardians regarding this implementation tomorrow during an open moderated consumer conference call if anyone would like to listen.

There was a Legislative oversight committee last week with prior authorization for services leading the concerns expressed.

Gina indicated KDADS is in the process of their 2nd provider/consumer tour around the state in an attempt to reach out to individuals and answer questions they may have or to ease concerns regarding implementation.

A group member asked if they were looking at expanding the areas visited in an attempt to hit those that have been missed. Gina replied this is the 2nd tour and they are trying to hit areas they may have previously missed. Gina stated they were also planning another tour again in January.

Other ways KDADS is attempting to reach out to both providers and individuals is through a "Rapid Response Call" which will offer the opportunity to call and ask questions of the MCOs and KDADS staff. There will also be a web portal on the KDADS main website providers may enter issues that will go straight to the MCOs and the state will be able to monitor. There followed a very good discussion on

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the topics with many suggestions being provided by group members for state consideration on both issues.

Concerns about claims submission and processing were expressed with Gina indicating her staff and the MCOs have been focused and working on that piece daily.

KanCare Health Homes Update Presentation:

Becky Ross, KDHE

Becky presented a progress update on the Health Homes initiative which will be going live in July, 2014. She stated the following groups have been working cooperatively to make sure this initiative runs smoothly: Inner agency team consisting of staff from KDADS/KDHE, KanCare health plans, University partners, actuaries and stakeholders, with the Health Home Steering Committee giving direction as needed.

Becky indicated the State had been given Federal planning money to help implement this and thus far the following has been completed:

- Health Homes Focus Group consisting of providers, advocates and consumers is over 80 members strong and has been working with the State with many different aspects consistently. This group will be coordinated beginning in January by the Learning Collaborative at Wichita State University.
- 1st State Plan Amendment (SPA) has been placed on the KanCare website on the Health Homes page with updates posted as changes are made.
- Per Member Per Month (PMPM) rate has been determined to be figured outside the KanCare monthly rate and once that rate is decided it will be made public. This rate will be shared with Health Home Partners (HHP) as negotiated between each HHP and the MCOs.
- Bi-weekly calls with Kathy Moses (technical assistance) are taking place.
- Monthly calls with CMS since August have been taking place and proven very helpful.
- Health Homes Herald newsletter launched in October.
- Presentations and Educational webinar held across the state.
- Consumer Brochures and a Consumer power point are available on line for public use.
- Materials are being prepared for the second SPA, TBA.

She then went on to list items that need to be completed. Need to:

- Finalize the PMPM rate.
- Fully define the second SPA
- Readiness tool for HHP in process
- Develop format for network adequacy report
- Consumer education tour being planned
- Submission of both SPAs to CMS

A discussion period followed with questions and suggestions provided for state consideration. Becky then closed by encouraging the group to keep checking the website for updates.

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Comments from the Chair:

Paul Endacott, KDHE

Paul began by explaining the protocols for the annual MCO audits that have been underway and will continue through January and February with the finalization date possibly estimated at March or April. Because of the technicality and length of the audits, Paul indicated there may be a condensed version posted to the website.

Paul indicated a short focused review was performed in July, 2013 which was excellent preparation for the annual audit for the State as well as the MCOs. From that focused review several issues were found that need improvement and the State is monitoring the corrections.

Ric Dalke asked if the annual open enrollment changes be studied and/or reviewed to which Paul indicated monthly updates are received and reviewed by state staff, however, it is too early to detect trends. While we always ask consumers are not required to give reasons for changing MCOs. Of those received that have offered a reason *access to preferred providers* appears to be the biggest reason for change.

A group discussion followed regarding open enrollment, good cause issues and different MCO situations that have arisen and how different providers have handled network requests.

Information for Future Meeting Topics:

Paul Endacott, KDHE

The next meeting will be sometime in March, 2014. 12th, 19th or 20th are dates being looked at right now. Cindy will review possible meeting room vacancies and send out updates.

Paul requested the group to present future topics of discussion for meetings in the upcoming year to which the following were presented:

- DD
- Health Homes
- Review the annual audit results.
- P4P Goals
- Utilization data comparisons for the first 12 months. Pre KanCare and after KanCare; various levels of care, substance abuse and Behavioral health in general.

Paul indicated if there are any other items or suggestions, please send them to Cindy.

The meeting was adjourned at 11:40am.

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